



LOCAL HELP FOR PEOPLE WITH MEDICARE

ASK SHIP

YOUR MONTHLY MEDICARE Q&A

Important changes have been made to the online Medicare Plan Finder tool, which can be found at MyMedicare.gov. Here we have answered some of the most frequently asked questions about this tool.

Q. How can SHIP counselors help beneficiaries create accounts and compare/enroll in plans without violating HIPAA requirements?

A. Beneficiaries who work with SHIP counselors using the old Medicare Plan Finder have always needed to share some sensitive personal information if they want help conducting a personalized search or enrolling in a plan. When using the new Plan Finder, SHIP counselors are expected to uphold the same practices they currently have in place to ensure that any personal information is kept safe and secure, and is used

appropriately and only for the purpose that it was offered and intended.

Q. If a beneficiary has used the Medicare Plan Finder in the past, and has an existing drug list created, will all of their information carry over into the new Plan Finder?

A. If you have already created an account on MyMedicare.gov, you will use that same username and password to log into the new Plan Finder – there is no need to create another account. If you have an existing drug list stored in MyMedicare.gov, you can print a copy of that list until December 7, 2019 and use it to create an updated list in the new Plan Finder, using your old list and the suggestions pulled from their claims information. Because the previous technology is proprietary, their old drug list won't be transferred to the new Plan Finder.

Q. In the Plan Finder, a user could sort the drug

plans available in the ZIP code by total cost. This feature is not included in the new tool. Will it be added?

A. Yes, that feature is recently available.

Q. Will the new Plan Finder confirm a beneficiary's current coverage and/or low-income subsidy amount?

A. If a beneficiary uses the Plan Finder while logged in through their MyMedicare.gov account, we will be able to show and factor in any information that Medicare has about their current enrollment and cost-savings through subsidies.

If you would like assistance from a SHIP counselor with any questions you have about Medicare during this Open Enrollment, contact SHIP at 1-800-452-4800, 1-866-846-0139 TDD or online at www.medicare.in.gov.